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ABSTRACT

The report of the Five Associated University Libraries (FAUL) Access Committee describes procedures for increasing ease of access to FAUL holdings by its user populations, as developed within the two-year period from 1968-1970. Brief descriptions of the activities of the Committee covering: in-person borrowing privileges, circulation system studies and I.D. card standardization, intra-FAUL loan studies, experimental document delivery system, reference services studies, FAUL handbook compilation, staff visitation program, multi-media orientation, photocopy charge policy, directory of subject and language specialsts, library publications survey, user busing proposal, and reserve room procedures are provided. Recommendations are made for each topic and supportive documentation is cited as appropriate. An inventory of 69 working papers is listed. (AB)

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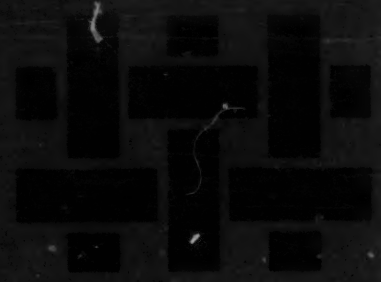

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106 Roney Lane
Syracuse, New York 13210
Phone: (315) 476-5541, Ext. 3021

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INTERLIBRARY ACCESS

A TWO-YEAR REPORT OF

THE FAUL ACCESS COMMITTEE

1968 - 1970

September 1970

LETTER OF TRANSMITTAL

To the Board of Directors, Five Associated University Libraries

The Access Committee has the honor to submit this report of its activities which began September 1968 and concluded August 1970. Also included are brief recommendations for building upon the work begun by this group.

The Committee wishes its successor, the FAUL User Services Committee well and its members continue to stand ready to assist in any appropriate and useful way.

Respectfully submitted,

Metod Milac Chairman, 1969-70	Syracuse University
Arthur Kulp Chairman, 1968-69	Cornell University
Alexander Cain	SUNY-Buffalo
Marion Hanscom	SUNY-Binghamton
Harold Passineau	University of Rochester
Paul Zadner	SUNY-Buffalo

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INTRODUCTION

In September 1968 the Board of Directors of the Five Associated University Libraries created a committee the primary responsibility of which was to investigate, develop, and recommend policies and procedures to improve the accessibility to the extensive resources and facilities of the Five Associated University Libraries by faculty members and students affiliated with the five parent universities.

The specific charge to the Access Committee was formulated as follows:

> To study, develop, and recommend procedures for increasing the ease of access to FAUL holdings by its user populations. Investigation should emphasize cooperative activities in circulation control, intra-FAUL loans and intra-FAUL information channels. At least one member of the FAUL Systems Committee should be a member of the Access Committee. Formal written reports of activities and recommendations for action should be made to the Board at the request of the Chairman.

Appointments to the Committee were made by the five library directors during October 1968 as follows: *Marion Hanscom,* Head of Circulation, SUNY-Binghamton; *Paul Zadner,* Head of Circulation, SUNY-Buffalo, *Arthur Kulp,* Head of Circulation, Cornell University; *Harold Passineau,* Librarian, Business Library, University of Rochester, and *Metod Milac,* Assistant Director for Public Services, Syracuse University. *Alexander Cain,* Systems Librarian, SUNY-Buffalo, joined the Committee in November 1969 as the Systems Committee representative. *Ron Miller,* Coordinator of Library Systems (FAUL), served as secretary and integrated the Committee's activities with other programs of the consortium.

Arthur Kulp served as the Committee's first Chairman, November 1968-December 1969 and *Metod Milac* was Chairman from January 1970 to the Committee's deactivation in August 1970.

The Committee members agreed to meet monthly except during July and August of each year. Officially, the Access Committee started its work on November 25, 1968 and was replaced by its successor, the User Services Committee on August 1, 1970.

INTERLIBRARY ACCESS: A Two-Year Report of the FAUL Access Committee 1968-1970 is intended to outline the activities, recommendations, and accomplishments of the Access Committee as a major effort toward closer cooperation among the five libraries as well as their parent institutions. The report also provides background information to the User Services Committee in its effort to continuously improve and expand access to the fine resources of the Five Associated University Libraries.

The Committee wishes to thank individually the many people who supported its work but fears to commit the sin of omission by naming them. Special thanks should be made however to Fred Borchuck and Peter Haskell for their contribution to section 7.0, the Staff Visitation Program.

1.0 IN-PERSON BORROWING PRIVILEGES

Prior to the formation of the Access Committee the Board of Directors agreed to extend In-Person Borrowing Privileges to full-time faculty members in April 1968. This agreement meant that any full-time faculty member could borrow materials from any FAUL library; he merely was required to present his local ID card and was accorded privileges as determined by the lending library.

Since this decision created no special problems during the succeeding months, in July 1969 the Board approved a more extensive recommendation worded as follows:

> That in-person borrowing privileges be extended to doctoral candidates needing special materials to support dissertation research; clearance of each candidate should be stated in writing by an appropriately designated librarian in charge of public services at the candidate's home library. The home library should have ultimate fiscal responsibility for the return and fines of tardy materials, and payment to the lending library for lost items.

This recommendation was formulated at the May 1969 meeting of the Access Committee and transmitted to the Board for approval. The decision by the Board was to accept the recommendation as a pilot project and as such was to be carefully monitored and evaluated by the Access Committee. The Committee was then directed to set up operational procedures to implement the resolution.

The necessary form and procedures were written, approved by the Access Committee, and distributed to the FAUL libraries; publicity was initiated locally by Access Committee members, and the policy went into effect on January 5, 1970. A reproduction of the three-part authorization form appears on page 6, Figure 1.

As of May 1970 there were 63 doctoral candidates from the FAUL institutions who had used this privilege as measured by the count of forms. The largest traffic was from Syracuse to Cornell (43) and History was the subject in which most materials were borrowed. No Cornell students have requested permission to borrow materials in-person from the other four libraries. A tabular summary of borrowing activity under this agreement covering the period from January 5 through May 26, 1970 appears on page 7, Figure 2.

To date, the problems which have arisen from both decisions about In-Person Borrowing Privilege have been few. In order to minimize misunderstanding, extreme care is still needed to interpret such agreements to user populations and library staffs clearly and simply. The librarian who issues the privilege form should, for instance, emphasize to the candidate that the privilege includes only research materials which directly support dissertation work.

Because of historical differences in local borrowing policies, individual FAUL libraries have interpreted In-Person Borrowing Privileges inconsistently. Borrowers are all subject to the circulation policies of the lending library and these are by no means uniform among FAUL libraries. For example, doctoral candidates attending SUNY-Binghamton have semester loan privileges, but FAUL doctoral candidates are given a four-week loan period with renewals. There are also different rules which apply to the circulation of bound and unbound periodicals. Some of these differences and similarities are summarized on page 8, Figure 3.

The Access Committee is in unanimous agreement that two goals should be worked toward:

1. The ultimate goal of the sequence is to expand In-Person Borrowing Privileges incrementally until full and unrestricted access to the collections and services of all FAUL libraries by the entire faculty and student population of member institutions is attained. (The Board of Directors has for the moment a more restricted view than the Access Committee. The Board has gone on record as wishing to extend such privileges as far as *graduate* students only.)

2. The interim goal is to provide doctoral candidates from one FAUL institution privileges equal to those of doctoral candidates at a lending institution, thereby reducing policy differences and minimizing confusion to users.

The establishment of In-Person Borrowing Privileges for FAUL doctoral candidates demonstrates one way that the Access Committee has partially fulfilled its charge "to study, develop, and recommend procedures for increasing the ease of access to FAUL holdings by its user populations."

REFERENCES:

Library In-Person Borrowing Privilege Form and Associated Procedures, by Ron Miller to the Access Committee, dated 12/21/69. ACCOM 14.1

SAME TOPIC, by Ron Miller to the Access Committee, dated 2/9/70. ACCOM 14.3

In-Person Borrowing Privileges: Doctoral Candidates Cumulative Summary Form (appears in this section as Figure 2.) ACCOM 14.5

Five Associated University Libraries
Binghamton · Buffalo · Cornell · Rochester · Syracuse

The person named below is eligible for library IN-PERSON BORROWING PRIVILEGES

at _____

until _____

Authorized by _____

Title _____

Date issued _____

FAUL Library — Bi Bu Co Ro Sy

Name (Print) _____

Soc. Sec./I.D. Number _____

Address: _____

_____

Status: _____

Dept: _____

Signature

TO LIBRARY TO BE USED
THIS CARD IS NOT TRANSFERABLE

TO ISSUING LIBRARY
THIS CARD IS NOT TRANSFERABLE

TO USER
THIS CARD IS NOT TRANSFERABLE

FRONT

ELIGIBILITY

Library in-person borrowing privileges are accorded to doctoral candidates needing special materials to support dissertation research.

PROCEDURE

1. Please fill in shaded area on reverse side and present the completed form to the librarian at your local institution for authorization.
2. When checking out materials at the lending library your copy of this form must be presented as proper identification.
3. Borrowers are subject to loan periods and regulations of the lending library.
4. Borrowed materials should be returned to the lending library on or before the due date. If you wish to return materials through your local F.A.U.L library, they should be returned to the designated office of your home library **no later than 4 days before the due date.**
5. If you have questions see your local librarian.

BACK

FIGURE 1: IN-PERSON BORROWING PRIVILEGE FORM.

	REQ FR	REQ TO	Humanities Fine Arts					For Lang Arabic R. Lang. Comp. Lit					Chem.					Educ.					Soc Sci Pol Sci Comp Sci Communi.					Psych.					Hist Rel.					Eng.					OTHER				
			B	B	C	R	S	B	B	C	R	S	B	B	C	R	S	B	B	C	R	S	B	B	C	R	S	B	B	C	R	S	B	B	C	R	S	B	B	C	R	S	B	B	C	R	S
SUNY-BING	7	1								1					2																			2									2				
SUNY-BUFF	4	2								1										1	1																	1									
CORNELL	0	55																																													
ROCHESTER	4	5							1																								1	2													
SYRACUSE	48	0		5															2	1				10					1					16 2					2				1		8		
TOTALS	63	63	5					3					2					5					10					1					23					3				11				
ESTIMATED FOR ONE YEAR	252		20					12					8					20					40					4					92					12				44				

FIGURE 2

SUMMARY OF IN-PERSON BORROWING
BY DOCTORAL CANDIDATES IN FAUL (PERIOD COVERED JAN. 5 - MAY 26, 1970)

LIBRARY NAME	TYPE	LOCAL DOCTORAL CANDIDATES	FAUL DOCTORAL CANDIDATES	NOTES
SYRACUSE	BOOKS Per-Bnd Per-Ubnd Renewals	3 weeks 1 day (current issues do not 1 day circulate) In-person or in writing	3 weeks 1 day 1 day No renewals	May change to 1 semester
BINGHAMTON	BOOKS Per-Bnd Per-Ubnd Renewals	1 semester 1 week 1 week In-person; instant recall for reserve	3-4 weeks Do not circulate Do not circulate In-person; instant recall for reserve	
ROCHESTER	BOOKS Per-Bnd Per-Ubnd Renewals	4 weeks 1 week 1 week In-person; instant recall for reserve	4 weeks Not circulated Not circulated In-person; instant recall for reserve	
CORNELL	BOOKS Per-Bnd Per-Ubnd Renewals	4 weeks 1 week Not circulated Up to 3 items renewable via phone; 3+ in writing	4 weeks Not circulated Not circulated No renewals; subject to instant recall	
BUFFALO	BOOKS Per-Bnd Per-Ubnd Renewals	1 semester 1 week Not circulated In-person renewal	4 weeks Not circulated Not circulated In-person renewal for 1 month	

FIGURE 3: COMPARISON OF LOCAL AND FAUL LOAN POLICIES IN EFFECT JULY 1970

2.0 CIRCULATION SYSTEM STUDIES AND I.D. CARD STANDARDIZATION

One of the major tasks assigned to the Access Committee was to work toward compatible circulation control procedures and machine systems. Some of the policy questions are discussed under section 1.0 *In-Person Borrowing Privileges* above. The Committee quickly realized that differences in circulation procedures among the five libraries should be reduced as quickly as possible and that some assumptions should be made about the nature and use of computer technology in circulation control systems in the five libraries. Accordingly, a preliminary questionnaire was sent to FAUL libraries on the subject on 9 August, 1968.

At that time SUNY-Binghamton had an IBM357 off-line circulation system operating and was planning to upgrade it to an IBM1030 on-line system as soon as possible. Since no other FAUL library had a computer-based circulation system in operation, the IBM1030 specifications were examined for their appropriateness in other FAUL libraries as a means for increasing interlibrary use and compatibility. Accordingly, a 12-character Hollerith ID code was worked out (adding 2 characters to the SUNY-Binghamton code) which would allow a data collection system to identify a borrower's home institution, his status (grad student, faculty member, etc.) and finally his Social Security Number (SSN). The code ranges as adopted by the Committee appear below:

Institution	Range Avail.	Primary Code (2 char)	Status (1 Char)	SSN (9 Char)
SUNY-Binghamton	00 - 19	10	0 - 9	
SUNY-Buffalo	20 - 39	30	0 - 9	
Syracuse U.	40 - 59	59	0 - 9	
Cornell U.	60 - 79	70	0 - 9	
U. of Rochester	80 - 99	90	0 - 9	

It was further recommended that the plastic cards contain ID photographs and semester validation codes. The physical specifications were chosen to operate in the IBM1030 data collection system or its equivalent. No specifications were made for book cards or any other part of a circulation system, other than to recommend that where possible, status codes should not conflict among institutions, e.g. code 2 should not represent undergraduates at Syracuse but maintenance staff at Rochester.

Trips to Columbia, the University of Pennsylvania, and the on-line Belrel System in Murray Hill, N. J. were made by Committee members, but very few if any aspects of these systems appeared in any Committee recommendations.

In the Spring of 1969, Cornell invited all of the other FAUL libraries to participate in a detailed study of circulation procedures at each library as a preliminary step toward carrying the work of the Access Committee forward. Syracuse and Binghamton declined because of the precedence of their own plans; Buffalo attended some meetings; Cornell and Rochester began a joint study in ernest. In the Fall of 1969 Syracuse did adopt the FAUL ID card specs, the only library to comply literally with the Committee's recommendation. Binghamton has stated that Syracuse's card can be read and accommodated in its system, and

Syracuse indicates that Binghamton's card can be used in its experimental system which will use Colorado Instruments data collection equipment. Neither system is programmed to record and process the two characters representing FAUL institutional codes.

The Librarians at SUNY-Buffalo have verbally asserted that they would adopt the SUNY-Binghamton system. In this connection Gerry Lazorick (SUNY-Buffalo's Technical Information Dissemination Bureau) has developed a typewriter terminal ATS-oriented on-line circulation system "module" for the Health Sciences Library there. It should be fully operational by September 1970. It is unclear how his system could fit an IBM1030-like system. It uses no book cards nor user ID cards.

The Cornell-Rochester study has taken over a year to complete and the Rochester part of the team submitted a recommendation to adopt a 1030-like system to the Librarian and Computer Center in early August 1970. Another factor in the case of Rochester is that the Rochester Institute of Technology has had an IBM357 system going for some time. The compatibility between these libraries is stimulated by the present Hollerith orientation of FAUL.

Cornell has suspended final report writing until resource allocation between joint serials control system development (not an Access Committee responsibility) and circulation control system implementation can be determined by the library directors involved. The Cornell situation is complicated further by the preliminary rejection of the use of Hollerith-coded ID cards by the Director of Student Information Systems. The SIS group is enamored of bar-coded cards because of the relative cheapness of data-recording devices. (An exhaustive memo in April 1970 from the FAUL Coordinator to Byron McCalmon asserting that the two approaches could be made compatible produced no reply.) This situation remains unresolved and appears to be largely out of the control of the Library Directors and other Board members.

In general, it appears that the trend is slowly moving toward ID card compatibility, complicated by the fact that many decisions relating to this move must be made by non-FAUL people. No formal recommendation by the FAUL Board is seen as binding by the institutions if they wish to do otherwise. This observation is supported by an event which occurred during a meeting of the Board on July 7, 1969. A recommendation was made to the Board by the Access Committee which read as follows:

> "The Access Committee recommends that efforts to study, design and implement mutually compatible circulation systems and ID cards be jointly pursued and supported *by the full membership*."

The Board accepted the Committee's recommendation, but deleted the italicized phrase noted above.

It appears that now the computer aspects of circulation system development and ID cards is out of the hands of the Access Committee altogether.

REFERENCES:

Letter and questionnaire on circulation systems from Ron Miller to Hermann, Smith, Richmond, Ross and Newcomb, dated 9 August 1968.

ID Card Study: Summary of patron status codes for use on a FAUL Library ID card, from Leslie Rossin to the Access Committee, undated ACCOM 8

Memo to Roberson, Newcomb, Kulp, Milac, Boes, Kaser from Ron Miller dealing with SUNY-Binghamton and Syracuse University's ID card compatibility, dated 7 April 1969

ID Card Specifications, memo from Ron Miller to Kulp, McCalmon, Hollenbeck; info copies to Slatin, Zacher, Nientimp (summarizes background information from four sister libraries for Cornell's study group), undated.

New Student I. D. Cards, from Byron McCalmon (Cornell) to Jon Anderson (et al), dated 5 February 1970. (Specifies proposed Cornell two-card bar code system).

Student and Faculty ID cards at Cornell, and FAUL, letter from Ron Miller to Byron McCalmon with copies to Stuart Brown, David Kaser, Erik McWilliams, Ed Hollenbeck, Rye Ross and Art Kulp, dated 3 April 1970. (Argues strongly for Cornell to reconsider its tentative decision to use bar codes on ID cards).

3.0 INTRA-FAUL LOAN STUDIES

The term Intra-FAUL Loan (IFL) suggests the development of a special relationship among FAUL libraries which is somehow more intimate than ALA national procedures recommend. Traditionally, the "lending" of books between libraries entails the use of a broad spectrum of library and other services. A complex machinery for interlibrary communication and cooperation has been developed to coordinate all these activities. Seen in this light, IFL forms the possible nucleus for a FAUL communication and transportation network and centralized compact storage; it may be the key to the future development of the whole area of interlibrary access to materials and information.

Recognizing this, representatives of the Access Committee and their respective Interlibrary Loan librarians met twice as a group during this report period. In addition, relevant information has been solicited by questionnaire from the ILL librarians and their problems have been discussed at nearly every meeting. This pre-occupation reflects that part of the Committee's charge to improve inter-FAUL transfer of materials.

OBJECTIVES:

The implied objectives of the Access Committee with regard to ILL can be stated:

1) To reduce restrictions so that eventually all students and faculty members of FAUL Universities are eligible for intra-FAUL loan service;

2) To increase the speed of intra-FAUL loans to approximate or exceed the time required to obtain items from the patron's own home library;

3) To act jointly in the development of policies and procedures which relate to FAUL's access to the resources of other library systems and their access to ours;

4) To supplement and support useful programs which are developed by other groups of which we are a part, rather than to compete with them.

BIBLIOGRAPHIC TECHNIQUES AND RESOURCES

Verifying the accuracy of citations received from patrons is probably the most expensive part of the ILL process, yet not enough is known about it. Specific problems of duplication of effort, incompleteness or error occur every day. We need to adopt policies and internal procedures to insure correct and expedient verification of requests on the part of the borrowing library. No work has been done to facilitate this yet. NYSILL-related procedures, and the BARC Service (Cornell) must be integrated into any plans FAUL makes.

LOCATING ITEMS OR RESOURCES

Accuracy in locating material requested through ILL channels not only decreases costs by saving repeat requests, but also saves time for the patron. Item location can be made easier than at present by the exchange of catalog cards, the exchange of microfilms of our catalogs (which ACCOM urges) or eventually by on-line access to a union catalog data bank in micro-form, video or machine-readable form. The Committee feels certain that the MASFILE series of experiments should result in this ability. An interim step is to identify resource strengths; FAUL ILL departments should be using the *Joint Acquisitions Policy* prepared by the FAUL Acquisitions Committee for this purpose.

COMMUNICATION AND DELIVERY

The U. S. Mail offers a moderate means for handling this problem. Nevertheless, there is some feeling that speed and predictability are not among its strengths. In any case, predictability of delivery time is very low. ACCOM has already acted in this area with an experimental delivery system using United Parcel Service (see Chapter 4.0) and by urging full use of teletype services. Teletype facilities are still not being used very fully, except to the State Library. There is also some question about how to measure the full intra-FAUL traffic potential. This potential should be estimated, and the full potential stated as an objective to be achieved.

FILE ORGANIZATION, PROCEDURES

ILL is an extremely complex service. An attempt was made by the Coordinator to study each institution's department but was tabled for lack of time and central staff resources. A detailed examination of procedures (perhaps a systems analysis) is needed; there may be possibilities here for automation. There is no unanimous agreement among Committee members that FAUL central personnel should meddle in the internal ILL operations of member libraries.

MANAGEMENT DATA

It is evident that we need a clear formulation of our own ILL problems. Although the ALA Interlibrary Loan Committee has produced a code and a manual and ARL is apparently doing a cost study, effective action in a situation where many of the procedures have not been thoroughly analyzed is difficult. No consistent method of monitoring ILL activity has been undertaken but it is needed. The work of ACCOM has been greatly hampered by lack of local internal information, which was found when ILL traffic, turn-around times and delivery speeds were examined. Intra-FAUL data collection procedures should be much more clearly defined and implemented.

OVERALL APPROACH

Suggestions have been made to formalize intra-FAUL ILL arrangements into a code, to lower the eligibility of users for service, to have only one library collect operating information on other non-FAUL libraries, and report this information to the membership, and to try to alleviate the problem of incomplete and erroneous requests received by other libraries. This kind of policy-making would have required much more involvement by ILL librarians.

A positive step was taken, however, by the elimination of photocopy charges (see 8.2 below).

ROLE OF THE ACCESS COMMITTEE

The Access Committee or its successor, must in the future establish priorities of involvement and better methods for coordinating ILL activity. The problems are complex, procedures unanalyzed and data sparse. Yet, a methodical attempt should be made to solve them, since the already-developed interlibrary machinery offers the most efficient medium at present for better and faster cooperation among FAUL libraries.

Perhaps the two greatest headaches have been Interlibrary Loan and delivery services. Interlibrary Loan people have not been involved deeply or directly enough, and not enough central resources have been committed to studying the problems. The interface of any FAUL arrangement with NYSILL has not been carefully thought through and local staffs are woefully overloaded. In general, the relationship of ILL to circulation control has not been explored, nor has a comparison of internal procedures been really attempted. Rough notes and flow charts are all that remain of a fairly deep look at the ILL operations at Cornell and Rochester by the Coordinator.

REFERENCES

Interlibrary Loan Activity: suggested procedures for data gathering, analysis and background, by Ron Miller to the Access Committee, dated, 22 January 1969 ACCOM-4 (Rev.)

Talk Paper on Interlibrary Loan: Implications for FAUL Projects, by Ron Miller, n.d. ACCOM-5

Interlibrary Loan and Delivery System Study: Draft Questionnaire, by Ron Miller to the Access Committee, dated 5 March 1969 ACCOM-13

Materials Traffic Among FAUL Libraries: SUMMARY, by Ron Miller to the Access Committee, n.d. ACCOM-10.2

The general problem of patron access to FAUL Collections, by Ron Miller, to the Access Committee, dated 21 May 1969 ACCOM-5.1

ILL flow study. by Ron Miller to the Access Committee, dated 27 March 1970 ACCOM 10.8

4.0 EXPERIMENTAL DOCUMENT DELIVERY SERVICE

Nine methods of transporting materials among FAUL libraries were identified: Telefax, helicopter, owned or leased FAUL delivery trucks, U. S. Mail - Special Delivery, First Class, Parcel Post, Book Rate and Special 4th Class Library Rate, and United Parcel Service. The first three modes required relatively expensive short-term money outlays and were rejected until some valid operating data could be obtained over a reasonable test period. This decision caused the Committee to reject helicopter rental ($56,000/year), purchase of a fleet of FAUL delivery vans or station wagons, lease of a fleet, or supplementing trucks already owned and operated by either the FAUL libraries or their parent institutions. The modes which remained included UPS and a variety of U. S. Mail services.

An experiment was made to gather relevant data with the primary objective of determining the optimal material transportation mode. U. S. Mail Book Rate was excluded since it costs more than the Library Rate for the same service. Likewise U. S. Mail Parcel Post costs slightly more than UPS and has the added disadvantage of a package not being delivered to the library. An account of the experiment, including statistical methods and conclusions are discussed at length in a separate report entitled *Materials Transfer: a report of a pilot Document Delivery Service for the Five Associated University Libraries* (see References, below).

The general conclusion of the report states that the optimal mode among UPS, U. S. Mail - First Class, U. S. Mail - Special Delivery, and U. S. Mail - Library Rate is UPS. The optimal mode combines the fastest delivery, lowest cost and predictability of delivery. A key table appearing in the report is reproduced below.

OPTIMIZATION CHART OF FOUR MODES OF BOOK DELIVERY

	Special Delivery	First Class	UPS	Lib. Rate US Mail	MODE RANK (lowest number is best)
Speed	1	2	3	4	
Cost/lb.	4	3	2	1	
Delivery predictability	4	2	1	3	
TOTALS	9	7	6	8	OPTIMUM
Requires wrapping	Y	Y	Y	Y	*1 lb. minimum
Pick-up from Lib.	Y	N	Y	N	
Delivery to Lib.	Y	N	Y	N	
Lowest possible unit cost	.41 (1 oz)	.06 (1 oz)	(102)*	.05 (1 oz)	

The Committee therefore recommends that UPS be continued as the primary FAUL document delivery service mode, with First Class mail used if the total weight of a package is significantly less than 1/2 pound, and the predictability is unimportant. It should be noted that university mail rooms can be avoided most easily by Special Delivery U. S. Mail and UPS.

Based upon weekly costs during the test period the estimated cost to the FAUL Central Office of operating UPS from July 1, 1970 - June 30, 1971 will be $1850.00. This amount has not been budgeted as a specific line-item in the Coordinator's budget, but may be deducted from the R&D funds, if the FAUL Board approves the Committee's recommendation.

REFERENCES

Materials Transfer: a report of a pilot Document Delivery Service for the Five Associated University Libraries, by Elizabeth Pan and Ron Miller, September 1970. FAUL FTM70-3

Optimization of Library Storage and Delivery Services in the Five Associated University Libraries, by Tesfaye Dinka and David Okutcu, October 1970. FAUL FTM70-4

Consulting to determine optimum network configuration for a FAUL delivery system, from Ron Miller to Gerry Lazorick and Ralph Hall, SUNY-Buffalo, dated 9 June 1969. ACCOM 10.3

5.0 REFERENCE SERVICES STUDIES

At the meeting of the Access Committee on December 12, 1969, several possibilities for strengthening Reference assistance among the Five Associated University Libraries were discussed.

As a result, the Committee members prepared the following reference questionnaire (ACCOM 17.2) for distribution to the five libraries:

1. How do reference services operate in your library system now?
   A. Are they centralized in one department?
   B. Are they decentralized and available to users on various parts of the campus?
   C. Which services could profit by cooperating with other FAUL libraries?
   D. Are service points general or specialized?
   E. If specialized, which subject areas?

2. What are some compelling reasons for considering the cooperation?
   A. Lack of materials?
   B. Users unable to find services at home library?
   C. Urgent need by user
   D. Highly specialized subject where sources and staff are not available at home library
   E. Are these the only reasons for cooperating? What other areas of material assistance are there?
   F. Is there a willingness to develop cooperative agreements and techniques on the part of your reference staff?

3. Are there other communication channels usable for reference cooperation among FAUL libraries?
   A. For example
      1. the letter query & answer
      2. teletype
      3. telephone
      4. photocopy (mail)
      5. Tele facsimile (telephone)
      6. Lending of materials (FAUL DELIVERY SERVICE)
      7. Interlibrary staff meetings
   B. What are uses made of each channel for reference services?
   C. What is your reference department's attitude toward using them?

4. What are the feelings of FAUL concerning a possible future meeting, in connection with the Access Committee, of heads of reference departments to discuss reference assistance on the basis of the outline presently under consideration by the Access Committee? Is your library interested in such a meeting for March or April of 1970?

From the replies, the Committee drew the following conclusions:

1. Reference cooperation already exists among the Five Associated University Libraries, although limited primarily to unusual situations. All existing communications media are being used: telephone, TWX, letter, and Xerox. No measurements have been made of the traffic, however.

2. The following short-range programs are recommended to assist reference activities in FAUL:
   a. Production of a directory of language and subject specialists (see 8.3 below)
   b. Information about highly specialized research resources (ERIC, HRAF, and non-depository U. S. documents) should be exchanged routinely
   c. Joint library orientation programs should be developed (see 8.1 below).

3. The following long-range programs are suggested:
   a. A union list of reference holdings should be compiled, perhaps as part of the FAUL MASFILE Project.
   b. Joint publications (expansion of FAUL Handbook, description of subject collections, specialized reference and bibliographies) should be produced (see 8.4 below).

Because of the Board's decision to deactivate the Committee at the end of the 1969-1970 academic year the Access Committee decided to concentrate its effort on two of the short-range programs. At the April and May meetings two proposals were formulated and presented to the Board of Directors for further action. The following actions were taken on June 3, 1970:

A. The Board approved a compilation of library Subject and Language Specialists directory to be published either as part of the FAUL Personnel Directory or separately. The University of Rochester Reference staff, under the direction of Margaret Mattern, will coordinate this project and a general work statement has been prepared.

B. The second proposal, a Modularized Multi-Media Orientation Package, was approved by the Board with two conditions:

   1. That the User Services Committee shall have the option to accept or reject the project

   2. That the Board has so far authorized no funds to accomplish the objectives of the proposal.

RECOMMENDATIONS

The User Services Committee should continue to study seriously cooperative Reference Services, perhaps setting down a series of specific objectives and proposals to accomplish them.

REFERENCES

Future reference services, ILL study and Reserve Room operations, by Metod Milac, Access Committee Chairman to Access Committee, dated 28 January 1970. Questionnaire attached to Minutes of Access Committee meeting of 15 January 1970 ACCOM-17.2

Responses to Metod Milac's questionnaire, dated 16 February 1970.

A Proposal to the Board of Directors, Five Associated University Libraries, from the Access Committee, dated 13 May 1970. (Draft of a proposal to design and construct a modular multi-media orientation package for use by the Five Associated University Libraries.) ACCOM-18

6.0 FAUL HANDBOOK COMPILATION

In the Spring of 1969, Don Thompson, Head of Reference Services at Syracuse University Library accepted the assignment to compile a draft handbook for the five libraries. Sections were specified and each Committee member wrote a chapter supplying appropriate data for his institution. The FAUL Projects Assistant, Miss Leslie Rossin, worked with the Committee and the first draft was compiled in June 1969.

The intention of the compilation was to make it easier for library patrons and staff members to use each other's libraries, while at the same time provide comparative data which the Committee could use to help its members learn and clarify each other's internal public services policies and procedures.

When the Projects Assistant left FAUL in September 1969, the project languished because so many people had to check the accuracy of statements and on several occassions complete banks of telephone numbers had to be revised. In January 1970; the Official FAUL Editor, Dr. David Kaser, approved the draft and printing costs could be estimated. When that figure was known, the Board approved the needed funds and finally in June 1970 it was finished, having been printed under the guidance of a member of the FAUL Systems Team. The printer was "Mr. Copy" in Buffalo, ultimately a poor choice.

A cost break-down of the 18 month project is as follows:

Printing 2500 copies		$1390.00
	(cost per copy(1390/2500)	.556)
unit costs	(cost per page(.556/30 pages)	.018)
Freight charge, Buffalo to Syracuse		45.85
	TOTAL OUT-OF-POCKET COST	$1435.85

The Committee recommends that the *FAUL HANDBOOK* be revised on a regular basis, probably annually; that a single staff person be assigned the complete job under the guidance of the Editor and with the advice of the User Services Committee, and that other methods of reproduction be explored with expert help for application to the project. Editor and printer should be in the same city to minimize communication problems.

REFERENCES

Handbook for the use of the Five Associated University Libraries, general contents and format, by Ron Miller to the Acess Committee, dated 18 November 1969. ACCOM-16

Handbook for the use of the Five Associated University Libraries, by Ron Miller to David Kaser with copies to Access Committee, dated 10 December 1969. (Letter of Transmittal). ACCOM-16.1

FAUL Users Handbook, by Ron Miller to Access Committee, dated 8 January 1970. ACCOM-16.2

FAUL HANDBOOK.FAUL, May 1970 31p.

7.0 STAFF VISITATION PROGRAM

NOTE: Two participants in the program, Fred Borchuck and Peter Haskell, both of Cornell, contributed these comments.

The purpose of the FAUL Staff Visitation Program has been to serve as a short but intensive orientation of librarians from FAUL libraries to FAUL libraries. In this case circulation operations and the relationships of loan activities to reader service programs were observed by circulation and public service personnel.

The program was conceived originally by the Executive Council as a more extensive and intensive program to rotate staff members as a voluntary part of their in-service professional education for extended periods of time - (a month perhaps). The first implementation of the idea,however, involved about 15-20 people each month for five consecutive months (almost) during the Spring of 1970. Circulation people from four libraries visited a fifth one for 1-1/2 days, toured facilities, compared procedures and traded ideas.

GENERAL OBSERVATIONS

The visits had two great strengths: they allowed, first of all, a glimpse into a wide range of excellent systems -- from simple and efficient manual operations to the most advanced machine and computer-assisted ones. Participants were introduced to imaginative solutions to difficult and perennial problems, such as lack of space and outdated facilities. Secondly, in informal gatherings as well as many excellent planned presentations, each visitor became well acquainted with his counterparts in other FAUL libraries. This contact could pay valuable dividends in closer cooperation among the libraries. The major criticism of the program heard among visitors was that most host libraries attempted to cover more ground in their tours than may have been necessary.

RECOMMENDATIONS

How other FAUL libraries plan and execute ideas is part of a valuable education process. This process should continue in FAUL. We therefore recommend the following:

A. FAUL should consider identifying strengths or unique activities taking place in each library (such as the computer operation at SUNY-Binghamton) for more intensive study by visitors from other FAUL library systems. For instance, librarians and support staff involved directly in managing circulation operations should go to the FAUL computer-assisted operations for more familiarization. One week or more at Binghamton, or Syracuse when operative, should be used for intensive study of the equipment, forms, staff assignments, and production of the library. A basic course in library computer application (in lay language) should also be instituted. This could eventually

also serve as a "movable" training course for the staff of any FAUL unit which adopts a computer-assisted operation.

B. Through regular seminars or "problem" courses sponsored by FAUL, using imported experts if needed common problems should be attacked. Philosophies, policies, procedures, problems and solutions should regularly be reported on, with recommendations made for adoption by FAUL libraries. Subjects should include:

1. Library reserve in FAUL - common problems and outlook for the future.

2. Faculty relations in FAUL - communicating the library's message.

3. Serials circulation and storage - periodicals in the library.

4. Fine structures and philosophies in FAUL.

5. Training for circulation work in FAUL.

6. Costs of circulation systems in FAUL.

7. Copy service organization and problems in FAUL.

In such seminars and courses, presentation and publication of papers by all interested staff should be encouraged.

C. In any case, visitation-type activities should indeed continue to be a part of the FAUL program and considered for implementation as local travel funds will allow. The Library Directors at a special meeting in Syracuse on September 17, approved a recommendation to continue the Staff Visitation Program during the current year, this time with Serials staff members, as a supplemental support to a Joint Serials Control System study begun in late August. (See the *FAUL Newsletter* for progress reports.)

REFERENCES

Talk paper on *FAUL Staff Visitation*, by David Kaser and Josiah T. Newcomb, Fall 1968.

Report on FAUL Public Services Visitation, by Alice Kinne (a participant), to Metod Milac. (Internal, Syracuse), dated 26 May 1970.

Two reports by Fred Borchuck (a participant) to the Cornell Library administration on FAUL visitations to SUNY-Binghamton and the University of Rochester.

8.0 OTHER ACTIVITIES

These projects are grouped together and given relatively short descriptive treatment because they are either simple to describe, new, or proposed activities about which the Committee has a point of view. Inclusion in this section reflects less the relative importance of the activity than it does the amount of time which the limited resources available to the Committee could be applied to promoting it over the past twenty-four months.

8.1 MULTI-MEDIA ORIENTATION PROPOSAL

In May 1970 the Access Committee formally drafted and unanimously supported a proposal to the FAUL Board of Directors (Accom 18) which is extracted as follows:

OBJECTIVE

To design and construct a modular multi-media user orientation package for use by the Five Associated University Libraries.

RATIONALE

Much staff time is expended in orientating students and faculty to the locations and services of the FAUL libraries. Orientations vary in completeness and effectiveness within and between libraries. Staff loads are heavy, the chore becomes boring and repetitive, and it occurs most heavily at the beginning of each semester. There is a continuing requirement for individual as well as group orientation sessions throughout the year. The more this effort can be relegated to non-human systems the less the staff cost, and, if properly done, the greater the effectiveness of the program.

SYSTEM REQUIREMENTS AND CONSTRAINTS

1) The program should be self-instructional on an individual basis

2) The program should be usable to support classroom orientations by professional public service librarians on a large and small group basis

3) The program should be modularized to insure that revision costs and effort are minimized. (The projected stability of particular modules is one criterion for selecting a certain medium through which the information should pass from the library system to the user.)

4) The program should be developed cooperatively by FAUL libraries with costs and staff resources shared as equitably as possible.

5) The program should operate with readily available hardware, as developed from associated documentation.

6) The program should form an integral part of such orientation units as the *FAUL HANDBOOK*, local user handbooks, mimeographed instructions, and the like.

PROCEDURE

1) Multi-media orientation materials used now by each member library should be examined for adequacy, objectives, transferability, cost and man-power requirements.

2) The same analysis should be applied to programs produced by other libraries, commercial and non-profit institutions. (Museum programs may be of some help here, as well as programmed instructional sequences and computer-based instructional units).

3) Each FAUL library should be analyzed professionally in order to describe orientation procedures and objectives on a comparative basis.

4) A proposed model program of each module should be written and tested on sample user populations at each FAUL institution.

5) The program should be built, using commercial talent if necessary.

STAFF AND BUDGET (Phase I estimate)

Principal investigator (10 months, 1/2 time) NOT DETERMINED

Travel

Materials, supplies, equipment

(Phase II estimate)

Principal investigator (6 months, 1/3 time)

Travel

Sub-contract costs

The Committee feels that the Board's reaction, though not encouraging, did not prohibit the Committee from continuing this line of investigation. *The Committee feels strongly that next steps should be pursued vigorously until the Board is convinced of the value of the proposal.* There is a chance that outside funding could be obtained to support part of the work if the idea catches fire. It is interesting to note that the representatives, students and staff members from the library whose Board representative most strenuously objected to the idea have independently proposed to do their own orientation program unknown to the Board or the Access Committee.

REFERENCES

A Proposal to the Board of Directors, from the Access Committee, Draft #1, dated 13 May 1970. ACCOM-18
(A preliminary budget and time estimates are included in this document.)

8.2 PHOTOCOPY CHARGE POLICY

As reported in the September 1970 *FAUL Newsletter* the following policy was promulgated by the Board at the request of the Access Committee.

"No charges be made among the Five Associated University Libraries, including branches, for photocopies and associated charges relating to interlibrary loan. All interlibrary loan requests now sent to Cornell which are eligible for NYSILL should be so coded." The agreement is interpreted as also including journal articles for reserve room use and the replacement of damaged pages in monographs and journals.

8.3 DIRECTORY OF SUBJECT AND LANGUAGE SPECIALISTS

One of the recommendations made to the Access Committee by public service librarians was the compilation of such a document. Accordingly Miss Margaret Mattern, Head of the Reference Department at the Rush Rhees Library at the University of Rochester has accepted the assignment to compile it. The Access Committee has passed along its own views for her to consider. These comments are extracted from the minutes of the final Access Committee meeting on June 18 (dated 6/22/70) as follows:

> The following preliminary guidelines were discussed by the Committee: 1) the S/L Directory should probably be combined with the FAUL Directory; 2) the survey questionnaire should be self-limiting in terms of competence of specialty e.g. read [ ] speak [ ] write [ ] (for language specialists); 3) that no obligation on the part of persons listed is to be either expressed or implied; 4) only library staff members should be included, and 5) local contacts for the project are Margaret Mattern (Rochester), Sandy Cain (Buffalo), Metod Milac (Syracuse), Pat Battin (Binghamton), and Caroline Spicer (Cornell).
>
> Other matters will be worked out by the Project Director and the contacts. Project progress reports will be from time-to-time requested by the Coordinator for inclusion in monthly status reports of FAUL activities and Newsletter notes.

This project promises to be one of the most useful public service support tools which FAUL has yet produced and will serve as a most useful companion to the *FAUL Handbook, Personnel Directory, and Manuscripts for Research* catalog.

REFERENCES

Proposal for Directory of Library Subject and Language Specialists from FAUL, by Margaret Mattern, undated.

8.4 LIBRARY PUBLICATIONS SURVEY

In February 1970, the FAUL Access Committee initiated a preliminary study on types of publications produced by each of the five member libraries over the past two years. The purpose of the study was to find out (1) the commonalities in publication content and production methods, (2) if some publications could be combined, and (3) if the contents of some local publications could be assembled as part of a central data bank and computer service system. The basic objective in all cooperative activity undertaken by FAUL is to reduce unit cost and expand services.

PROCEDURE

The first step was to gather all publications produced by each library during the period July 1, 1968 through June 30, 1970. A preliminary grouping and listing of these documents was done by John Welte of the Technical Information Dissemination Bureau at SUNY-Buffalo during March 1970.

Each publication was examined and several characteristics were inventoried: quantity of pages, whether a cover was separate or not; typed or printed, type of binding, one or two-side printing, and kind of art work. Copies of this inventory were returned to each library for updating, and publications which were missed during the first round were added. At this point, four more columns were added to the inventory sheets: Quantity printed, frequency of publication, notes and a category column. No action was taken to obtain this supplemental data at this point.

While this inventory was in progress, the known publications were sorted by common format and publication intention. Four groups or categories were identified: (I) Bibliographies or Acquisitions Lists Arranged by Subject, (II) Bibliographies or Acquisitions Lists Arranged by Library, (III) User Guides, Newsletters and Literary Serials, and (IV) Administrative and Special Publications.

As these categories began to fill, counts were taken and arranged in various ways. Tables were constructed to indicate categories, production method and frequency of publication.

After these evaluative instruments were constructed, some preliminary observations, conclusions and recommendations were made and are available as an interim report.

The Access Committee has not registered a consensus opinion upon the interim report since it appeared after the Committee disbanded, but recommends that the User Services Committee seriously study it and decide upon next steps.

REFERENCES

A Survey of Publications of the Five Associated University Libraries: an interim report, by John Welte and Ron Miller, July 1970. FAUL FTM70-2.

8.5 USER BUSING PROPOSAL

As part of its investigation of a FAUL materials delivery service, the Committee observed that the movement of people among the five universities should be promoted as well as materials. If a specialized collection is located at one library and a user needs to use it extensively, it seems that the user should be moved instead of the materials.

Involved in this approach is a need to know projected use, side benefits, cheap overnight housing and predictable or on-demand transport. The ILL study revealed that most traffic seems to be between SUNY-Binghamton-Cornell and SUNY-Buffalo-Rochester and a recommendation was made to the Board that perhaps a busing arrangement could be inaugurated on a trial basis between these points. SUNY-Binghamton claims to have tried it, unknown to Cornell and no results recorded. Certainly very little publicity was involved.

The best way to promote such an arrangement is to piggy-back people busing on a materials delivery system. U. S. Mail and United Parcel Service will not carry passengers, so it could not be studied as part of the UPS Delivery system. Only leased or owned station wagons could open up the possibility or perhaps subsidized Greyhound Bus.

In any event, no action has been taken upon the idea, but it should be reviewed soon by the User Services Committee, perhaps most fruitfully in connection with inter-university course registration.

REFERENCES

Consulting to determine optimum network configuration for a FAUL delivery system, from Ron Miller to Gerry Lazorick and Ralph Hall, SUNY-Buffalo, dated 9 June 1969. ACCOM 10.3

Accom delivery system: Planning Report #1, Preliminary Alternatives and costs, by Ron Miller, undated. ACCOM 11

8.6 RESERVE ROOM PROCEDURES

In April 1970, the Committee began looking at Reserve Room Procedures, statistics, forms and policies. Appropriate materials were traded among the Committee members, but no further analyses were done.

*9.0 CONCLUSIONS AND OBSERVATIONS**

In general the Access Committee feels proud of the progress it has made toward fulfilling its charge, but to a man it is impatient and frustrated that it could not have completed every project which it set out to accomplish. The two-year period was one in which friendships were built and a real *esprit du commité* developed so that FAUL in many ways became an entity meriting allegiance even in the face of stubbornness at home. From that view, it is regrettable that it has been disbanded.

But now a new group can take a fresh look at these formative steps and by seeing the false steps and blind alleys bring the considerable resources of each library to bear synergistically upon the perils which beset us all.

The Committee members have set down brief descriptions of fourteen activities which has pre-occupied it for twenty-four months. Supportive documentation has been cited as appropriate and an exhaustive inventory of its working papers has been made in the Bibliography.

The greatest lesson the Committee as a group has learned has been to realize the fantastic complexity involved in the most simple inter-institutional act. Each project interlocks in some way with every other project and the effects are not always clear. Accurate and timely communication is of utmost importance; procedures must be minutely but simply contrived, and deadlines met. Member libraries must be able to formulate responses to proposals quickly and the right staff people should be committed to projects and given enough time to work on them.

The difficulties presented by the geographical dispersion of the Committee members make frequent meetings a real hardship both in terms of time and travel fund drain. To make the group work well through frequent personal contact is the greatest stimulator of ideas and should be continued.

The personal problems Committee members had in maintaining local performance and doing valuable Committee work were in some cases severe. FAUL work is viewed as overload. This means that FAUL projects necessarily become secondary to local job pressures. The only alternatives to alleviate this is to spread the work, reduce it, or increase the manpower available in the FAUL Central Office. The Committee hopes that its successor can confront and solve this dilemma realistically.

The Committee felt itself to be more progressive in its thinking than the Board of Directors and it became somewhat discouraged by the conservative position which the Board assumed in its reception of some of the Committee's recommendations. Somehow, better tactics should be used to prepare the Board for Committee recommendations, and the Committee should obtain clearer guidance in what the Board will creatively respond to.

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* These observations do not necessarily reflect the unanimous views of the Committee.

The Access Committee members have appreciated the opportunity to help improve library service among members of the FAUL user community. Personal friendships were formed which will pay dividends in improved service for many years to come. Each member of the Access Committee is now much better acquainted with the other FAUL libraries than he was two years ago and has a greater understanding of the facilities available, the book collections, and the problems faced by his sister institutions.

REFERENCES

Inventory: Accom Events for 1970. (A list of 48 events proposed for the Committee during the year) ACCOM 20

FAUL Delivery Service: A report of the first six months with recommendations, by Ron Miller and Elizabeth Pan, August 1970. FTM70-3

Optimization of Library Storage and Delivery Services in the Five Associated University Libraries, by Tesfaye Dinka and David Okutcu FTM70-4

10.0 BIBLIOGRAPHY OF COMMITTEE DOCUMENTS

Most documents produced as a result of Committee action are listed here. An attempt, not always successful, has been made to group them under specific topics discussed in the first nine sections of *Interlibrary Access: A Two-Year Report of the FAUL Access Committee*, dated September 1970. The citations are arranged chronologically, if the publication date is known. The numbers following the headings refer to sections of the full report.

COMMITTEE MINUTES

Minutes, 11/29/68 Accom 1
Minutes, 12/18/68 Accom 3
Minutes, 1/23/69 Accom 6
Minutes, 2/27/69 Accom 12
Minutes, 3/27/69 distributed with FAUL item movement data collection form for April 1-30, 1969.
Minutes, 5/22/69 Based on a letter to Ron Miller from Art Kulp, dated 5/26/69.
Addendum to Art Kulp's letter to Ron Miller. Memorandum to FAUL Access Committee & Ed Hollenbeck.
Minutes, 10/14/69 Accom 15
Minutes, 11/18/69 Accom 17
Minutes, 12/9/69 Accom 17.1
Minutes, 1/15/70 Accom 17.2 distributed with
Accom 17.21 *Responses to M. Milac's Questionnaire on reference, interlibrary loan and reserve room services*, and
Accom 17.21 supplement *Ron's summary and personal opinion relating to the replies to M. Milac's Questionnaire.*
Minutes, 2/19/70 Accom 17.3
Minutes, 3/16/70 Accom 17.4
Minutes, 4/17/70 Accom 17.5
Minutes, 5/14/70 Accom 17.6
Minutes 6/22/70 Accom 17.7

REPORTS FROM THE ACCESS COMMITTEE

Report of the Access Committee for the period April 11 - July 7, 1969, to David Kaser, Chairman of the Board of Directors from Arthur Kulp, Chairman of the FAUL Access Committee, dated 7 July 1969, 6p.

Report of the Access Committee March 18 - June 3, 1970, to David Kaser, Chairman of the Board of Directors from Metod Milac, Chairman of the Access Committee, dated June 3, 1970, 2p.

ACCOM Two-Year Report, to Access Committee from Ron Miller, Spring 1970, 2p. Accom 19.

ACCOM Two-Year Report, revised table of contents, to Access Committee, editorial group, from Ron Miller, dated 13 July 1970, 1p.

Interlibrary Access: Two-Year Report of the FAUL Access Committee 1968 - 1970, dated September 1970, p. Accom 19.2.

IN-PERSON BORROWING PRIVILEGES (1.0)

In-person faculty borrowing privileges [questionnaire], by Ron Miller Summer 1968.

Elements to be included on FAUL IN-PERSON BORROWING PRIVILEGE permission form, and procedural questions about use; publicity, by Ron Miller to Access Committee, dated 16 September 1969, 2p. Accom 14.

Library IN-PERSON BORROWING PRIVILEGE FORM and associated procedures, by Ron Miller to FAUL Access Committee with FYI copies to Library Directors, dated 21 October 1969, 4p. Accom 14.1

Procedures for implementing in-person borrowing privilege form for PhD. candidates on January 1, 1970, by Ron Miller to FAUL Access Committee, dated 29 December 1969, 2p. Accom 14.2

In-person borrowing privilege forms and procedures, by Ron Miller to FAUL Access Committee with FYI copies to Library Directors and other persons responsible for implementation, dated 9 February 1970, 1p. Accom 14.3

Agreement on in-person borrowing privileges, from M. Milac, Chairman & R. Miller, FAUL Coordinator to FAUL Access Committee, undated 1p. Accom 14.4

CIRCULATION SYSTEM STUDIES AND ID CARD STANDARDIZATION (2.0)

ID Card Study: Summary of patron status codes for use on a FAUL library ID card, by Leslie Rossin, Projects Assistant to FAUL Access Committee, undated, 1p. Accom 8

ID Card Study: Summary of college and university codes used in FAUL institutions, by Leslie Rossin, Projects Assistant to FAUL Access Committee, undated, 1p. Accom 9

INTRA-FAUL LOAN STUDIES (3.0)

Interlibrary Loan Activity: suggested procedures for data gathering, analysis and background, by Ron Miller to the Access Committee, dated, 22 January 1969, 5p. Accom 4 (Rev.)

Talk Paper on Interlibrary Loan: Implications for FAUL Projects, by Ron Miller, n.d., 3p. Accom 5

Interlibrary Loan and Delivery System Study: Draft Questionnaire, by Ron Miller to the Access Committee, dated 5 March 1969, 2p. Accom 13

ILL flow study, by Ron Miller to the Access Committee, dated 27 March 1970, 1p. Accom 10.8

Materials Traffic Among FAUL Libraries: SUMMARY, by Ron Miller to the Access Committee, Spring 1969, 1p. Accom 10.2

The general problem of patron access to FAUL Collections, by Ron Miller, to the Access Committee, dated 21 May 1969, 2p. Accom 5.1

EXPERIMENTAL DOCUMENT DELIVERY SERVICE (4.0)

Summary of information requested at November 25, 1968 meeting of ACCOM, by Ron Miller, to the Access Committee, Fall 1968, 1p. Accom 2

Ill Activity: Description, problems, data needed, by Hal Passineau, to Access Committee, dated 22 February 1969, 10p. Accom 4 (Rev. 2)

Summary of local library use by other FAUL users during 1968, by Leslie Rossin, Projects Assistant, Spring 1969, 1p. Accom 7

Interlibrary loan and delivery system study. Draft Questionnaire, by Ron Miller, to FAUL Interlibrary Loan Librarians with FYI copies to Library Directors, dated 5 March 1969, 2p. Accom 13

ILL Campus/Post Office Test (see ACCOM Minutes March 27), by Ron Miller to Access Committee, Spring 1969, 1p.

ACCOM delivery system: Planning Report #1, Preliminary Alternatives and costs, by Ron Miller to FAUL Access Committee, Spring 1969, 5p. Accom 11

FAUL Delivery System Survey: U. S. Mails cost/time survey of Interlibrary Loan between FAUL campuses, by Ron Miller, to FAUL Interlibrary Loan Department Heads, dated 4 March 1969, 3p. Accom 10 (revised)

Summary of Interlibrary Movement of Materials: April 1 - 30, 1969, by Ron Miller, March 1969, 1p. Accom 10.2

Consulting to determine optimum network configuration for a FAUL delivery system, by Ron Miller, to Gerry Lazorick and Ralph Hall at TIDB, SUNY-Buffalo, with copies to A. Kulp, D. Kaser & M. Slatin, dated 9 June 1969, 2p. Accom 10.3

Table 1: Milage, Postal Zone & Rates for 10 lb. packages, Spring 1969, 1p. Accom 10.4

FAUL Delivery System, information sheet, by Ron Miller, to Pat Battin, Rolfe DePuy, Paul Eldridge, Marion Mullen, Mary Oemisch, Paul Zadner, Mary Cassata, dated 9 September 1969, 2p.

FAUL Delivery Service: Turn-around time report form instructions, dated 25 November 1969, 3p. Accom 10.5

FAUL Delivery Service: Weekly Flow Report form, Winter 1969 1p. Accom 10.6

FAUL Delivery Service: Status report and summary of turn-around times and flow patterns of packages during January 1970, by Ron Miller, to Access Committee, dated 16 February 1970, 1p. Accom 10.7

April FAUL ILL flow study, by Ron Miller, to Access Committee, dated 27 March 1970, 1p. Accom 10.8

FAUL Experimental Delivery Service: Elapsed time analysis sheet, Spring 1970, 1p. Accom 10.9

REFERENCE SERVICES STUDIES (5.0)

Future reference services, ILL study and Reserve Room operations, by Metod Milac, Access Committee Chairman, to Access Committee, dated 28 January 1970, 2p. Accom 17.2

Responses to Metod Milac's questionnaire, dated 16 February 1970 Accom 17.21

A Proposal to the Board of Directors, Five Associated University Libraries, from the Access Committee, dated 13 May 1970, 4p.Accom 18

FAUL HANDBOOK COMPILATION (6.0)

Handbook for the use of the Five Associated University Libraries, general contents and format, by Ron Miller, to Access Committee, dated 18 November 1969, 3p. Accom 16

Handbook for the use of the Five Associated University Libraries: Letter of Trnasmittal, by Ron Miller, to David Kaser with copies to the Access Committee, dated 10 December 1969, 1p. Accom 16.1

FAUL Users Handbook, by Ron Miller, to Access Committee, dated 8 January 1970, 1p. Accom 16.2

FAUL HANDBOOK. FAUL, May 1970, 31p.

STAFF VISITATION PROGRAM (7.0)

Talk paper, *FAUL Staff Visitation*, by David Kaser and Josiah T. Newcomb, Fall 1968, 3p.

Report on FAUL Public Services Visitation, by Alice Kinne (a participant) to Metod Milac. (Internal, Syracuse, dated 26 May 1970, 2p.

FAUL Visitation-University of Rochester, by Fred Borchuck (a participant) to the Cornell Library administration, June 1970, 5p.

FAUL Visitation-SUNY-Binghamton, by Fred Borchuck (a participant) to the Cornell Library administration, July 1970, 6p.

MULTI-MEDIA ORIENTATION PROPOSAL (8.1)

A Proposal to the Board of Directors, from the Access Committee, Draft #1, dated 13 May 1970, 4p. Accom 18

DIRECTORY OF SUBJECT AND LANGUAGE SPECIALISTS (8.3)

Proposal for Directory of Library Subject and Language Specialists from FAUL, by Margaret Mattern, Spring 1970, 1p.

LIBRARY PUBLICATIONS SURVEY (8.4)

A Survey of Publications of the Five Associated University Libraries: an interim report, by John Welte and Ron Miller, July 1970.
FAUL FTM70-2

USER BUSING PROPOSAL (8.5)

ACCOM delivery system: Planning Report #1, Preliminary Alternatives and costs, by Ron Miller to FAUL Access Committee, Spring 1969, 5p.
Accom 11

Consulting to determine optimum network configuration for a FAUL delivery system, from Ron Miller to Gerry Lazorick and Ralph Hall, SUNY-Buffalo, dated 9 June 1969 m 2p. Accom 10.3

CONCLUSIONS AND RECOMMENDATIONS (9.0)

Inventory: Accom Events for 1970. (A list of 48 events proposed for the Committee during the year). Accom 20

Materials Transfer: a report of a pilot Document Delivery Service for the Five Awsociated University Libraries, by Elizabeth Pan and Ron Miller, September 1970. FAUL FTM70-3

Optimization of Library Storage and Delivery Services in the Five Associated University Libraries, by Tesfaye Dinka and David Okutcu. FTM70-4